

# STACEY IPPOLITO

## HEALTHCARE OPERATIONS & REVENUE CYCLE SUPPORT SPECIALIST

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### PROFESSIONAL SUMMARY

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Healthcare claims and revenue cycle analyst with 8+ years of experience supporting high-volume account workflows across insurance, billing, and patient support environments. Background includes hands-on work with VA/Tricare claims, denial resolution, eligibility verification, and EOB/ERA interpretation using Epic Hyperspace, Availity, and payer portals. Known for accurately investigating claim issues, identifying root causes, and driving accounts toward resolution while maintaining compliance and detailed documentation standards. Currently completing AAPC Certified Professional Biller (CPB) certification coursework to strengthen formal billing knowledge alongside hands-on claims and revenue cycle experience.

### CORE SKILLS

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**Claims & Revenue Cycle:** Healthcare Claims Analysis, Accounts Receivable Follow-Up, Denial Resolution, Claim Rejections, Claim Resubmissions, Payment Posting Support

**Insurance & Payer Research:** Insurance Verification, Eligibility & Benefits Review, Authorization Review, Coordination of Benefits, EOB/ERA Review, VA/Tricare Payer Portals

**Patient & Documentation Support:** Patient Account Resolution, Patient Intake, Medical Documentation Review, HIPAA Compliance, Remote Workflow Support

**Software & Systems:** Epic Hyperspace, Availity, Compass, Microsoft Office, Google Workspace

### CERTIFICATION & TRAINING

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**AAPC | Certified Professional Biller (CPB)® Coursework — In Progress**

April 2026 – Expected Completion Date: June 2026

Completing medical billing coursework focused on revenue cycle processes, claims submission, payer requirements, HIPAA, EOB/ERA review, denial follow-up, payment posting, and patient account resolution.

**Epic Self-Guided Curriculum & Training | Employer-Sponsored**

Sep 2025 – Nov 2025

Completed employer-sponsored Epic Hyperspace training focused on hospital billing workflows, patient account review, coverage verification, claim follow-up, documentation, work queues, and revenue cycle issue resolution.

### PROFESSIONAL EXPERIENCE

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**VA/Tricare Medical Claims Analyst**

Aspiron Health Resources

Jul 2025 – Dec 2025

- Managed high-volume hospital and professional claim workflows involving VA, Tricare, and CHAMPVA accounts.
- Investigated claim rejections, denials, eligibility discrepancies, authorization issues, coordination of benefits concerns, and missing documentation.
- Used Epic Hyperspace, Availity, Compass, and payer portals to review claim status, obtain remits, verify coverage, and support account resolution.
- Reviewed EOBs/EOPs and payer adjudication details to determine payment outcomes, contractual adjustments, patient responsibility, and next steps.
- Coordinated claim corrections, resubmissions, reconsiderations, and payer follow-up according to facility and payer-specific protocols.
- Documented detailed account activity, payer contacts, claim status updates, and follow-up actions in Compass.
- Supported resolution of government payer claims while maintaining HIPAA compliance and accurate documentation standards.

### **Member Services Representative**

Elevance Health Inc.

Oct 2021 - May 2023

- Assisted health plan members with benefits, eligibility, claims status, provider access, coverage questions, and plan navigation.
- Interpreted insurance benefits, cost-sharing, authorizations, and claim-related information in a clear and accurate manner.
- Researched member account concerns using multiple internal systems while maintaining quality and compliance standards.
- Coordinated with internal departments and providers to help resolve claim, billing, and coverage-related issues.
- Documented member interactions, issue resolution steps, and follow-up needs according to company procedures.
- Delivered service in a high-volume, metrics-driven healthcare contact center environment.

### **Virtual Medical Receptionist**

AnywhereWorks Inc. (WellReceived)

Apr 2024 – Oct 2024

- Provided virtual front-desk support for healthcare practices through medical reception and managing high-volume inbound patient calls in a professional and timely manner.
- Answered incoming patient calls with professionalism, calm communication, and attention to patient experience.
- Supported appointment scheduling, call routing, message taking, and after-hours patient communication for healthcare practices.
- Assisted with new patient intake by gathering key patient information through structured practice-specific scripts.
- Documented patient messages, inquiries, scheduling needs, and follow-up details accurately for practice teams.
- Delivered after-hours support, ensuring continuity of care communication between patients and healthcare providers.
- Handled sensitive patient information with confidentiality and adherence to HIPAA-aware communication practices.

### **Commercial Parts Professional**

Advance Auto Parts

Apr 2016 - Oct 2016

- Supported commercial account customers with order processing, product research, inventory checks, and issue resolution.
- Maintained accurate transaction documentation and coordinated timely fulfillment of customer requests.
- Built strong working relationships with business customers through reliable follow-up and service accuracy.

### **Assistant Manager of Operations**

Papa John's

Jul 2010 - Dec 2015

- Supervised daily operations, team members, customer service, inventory, cash handling, and shift workflows.
- Trained employees on procedures, service expectations, and operational standards.
- Resolved customer concerns, supported scheduling needs, and helped maintain consistent store performance.

## **EDUCATION**

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### **High School Diploma**

Shaw High School

Columbus, Georgia

## **ADDITIONAL INFORMATION**

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Remote-ready professional with experience working in structured digital systems, handling sensitive information, and maintaining accurate documentation in fast-paced environments. Open to healthcare revenue cycle, patient accounts, billing follow-up, claims, patient access, care coordination, and remote healthcare administrative support roles.